

## The Results are IN! Radius Community Awards

**Yesterday Radius hosted the 2025 Tenant Conference in the Clayton Hotel, Belfast.**

The conference focused on the findings from the recent Tenant Satisfaction Survey, highlighting how Radius are actively listening to your views, and acting upon them with a Start-Stop and Continue theme on improving Repairs and Communications.

As part of the event, over 200 tenants, staff and partners came together to celebrate and recognise the hard work of many of our tenants through the Radius Community Awards.

Special thanks to the following contractors **Whittaker & Watt Architects, VHL Construction, Moore Mac Donald**, and **QMAC** for their generous donations sponsoring the Radius Community Awards.

Keep an eye on our website and Facebook page over the coming days where we will be sharing photos and videos of the conference.

Thank you to everyone who attended.

### Food Hygiene Heroes

Congratulations were also in order to our tenants who participated in the first bespoke Food Safety and Hygiene awareness training: **Beverley McCarter, John Moore, Alice Mullan, Maria Caddell, Maria Falloona, Mary McFerran, Carol Connolly, Martha Clarke, Helen Davidson, Angela Tresidder and Arlene Wright.**

This tailored training equips tenants with essential skills to safely assist at events within Radius schemes.



### Best Kept Gardens Categories

Judges looked at the overall design of gardens, types of flowers and plants on display, how tenants were involved in maintaining the gardens and support for wildlife and biodiversity.

We received a total of 51 nominations for the garden categories.

#### Individual Garden Winner

**Mr & Mrs Thompson**

Runner Up: Mr Daniel Merron

#### Hanging Baskets Winner

**Millbrae Fold** (Broughshane)

Runner up: Tonic Fold (Bangor)

#### Sustainable and Biodiverse Garden Winner

**Fruithill Fold** (Belfast)

#### Urban Garden Winner

**Lavery Fold** (Derry/Londonderry)

Runner up: Forthriver Fold (Belfast)

#### Communal Garden Winner

**Gortgole Fold** (Portglenone)

Runner Up: Fruithill Fold (Belfast)

#### Special Recognition

goes to our Housing with Care Scheme **Hemsworth Court.**

### Good Neighbour Category

*"An individual living within a Radius community that makes a difference where they live through their contributions, commitment, support they offer and or acts of kindness to others."*

From 22 nominations, the winner of the Good Neighbour Award, is

**Gerard Dunleavy,**  
(Colman Fold, Strabane)

### Positive Impact Category

*"A group of individuals living within a Radius Community who have made a positive difference working together to contribute to a better community for all."*

The winner is **Burnvale Community Association** Cookstown, picked from 11 nominations.

### Tenant Engagement Award

*"The winners of this unique award were selected by the Tenant Engagement Team, for their long term commitment, dedication and partnership work within their community."*

Congratulations to **Rathain Fold Tenants Association** (Coleraine)

# Community Chest 2025-26 is now open for applications

**The Community Chest programme has reopened for new applications.**

Running for 7 years, the programme continues to ensure tenants, service users and small groups working within Radius communities have an opportunity to apply for funding from £250 - £1000.

Last year we funded 36 projects totalling **£24,625.43** including collaboration with local councils, voluntary and statutory agencies and residents' associations. 18 independent living schemes developed wellbeing initiatives and projects across Radius communities, showcasing how small grants can have a positive impact.

We are keen to support groups that have a fantastic project idea but are unsure how to develop it and can offer guidance to help bring your project to life.



Your Scheme Coordinator/Housing Officer and Tenant Engagement will be happy to chat and support your project.

For more information visit the Radius website, or if you would like to apply, please contact: [tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org) for an application form.

## Satisfaction Guaranteed with Your Feedback

**This summer we set up a working group to help us focus on areas in need of improvement that matter most to our tenants.**

The group has been actively reviewing tenant feedback with a focus on home safety, property maintenance, and keeping you informed.

We are working closely with our contractors to ensure jobs are completed within the target date: Emergency - 24 hrs, Urgent - 4 working days and Routine - 20 working days.

Our Assets Team will be closely monitoring incomplete jobs that fall outside target date, following up with contractors to ensure issues are resolved as quickly as possible.



Our complaint handlers will receive fresh training to ensure tenant concerns are handled effectively and consistently across the organisation, helping to distinguish between general feedback and dissatisfaction with our services.

In addition, we've engaged with tenants who told us they would like support from our Financial Inclusion Team, who are able to help tenants maximise their income as well as offer budget advice.

## Enhancing Your Customer Experience

**This year we are upgrading our housing management system to make your experience with us smoother, faster, and more convenient.**

The new system will allow our teams to respond to your enquiries more quickly and enable services across tenancy and property management to run more smoothly behind the scenes.

We'll be moving to the new system on Wednesday 1st October and you may notice a few temporary interruptions as a result of the upgrade process.

We will be working hard to ensure your enquiries are dealt with as quickly as possible during the transition period.

We appreciate your patience and understanding as we make these key improvements.

# Celebrating Community & Connections

**This October, we're delighted to celebrate Positive Ageing Month with a vibrant programme of events designed to bring joy, connection, and adventure to our tenants.**

Throughout the month, we'll be heading out on bus trips to Newcastle, Banbridge, and Derry, where tenants can enjoy visits to museums, shopping excursions, and relaxing luncheons.

Across our independent living schemes, we're also hosting a wide range of engaging activities including bingo sessions, performances by accordion groups, lively band nights, BBQs, and fundraising events.

These events are all about celebrating the spirit of community and the value of staying active, social, and connected.

## Worried about your rent?

**If you have questions or concerns about your rent account, please reach out to your Income Officer, or contact the office.**

We are here to assist you with any issues related to your rent payments and can help you explore available support options.

Call 0330 123 0888 (9am - 5pm, Mon to Fri)



## Financial Advice

**Our Welfare Advice team are here to offer support and expertise to assist you with:**

- Benefits
- Budgeting
- Universal Credit Switch
- Pensions
- PIP Advice and more

Get in touch with our team via our website.